

CHUCK e. FOCUS

Week 29 – July 20, 2018

CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!

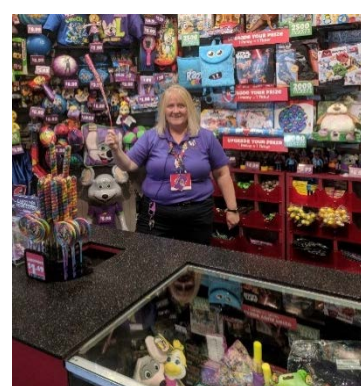
Restaurant	2017	2018	YOY
1. Doylestown, PA #762	\$13,361	\$19,883	48.8%
2. Superior, CO #711	\$18,157	\$25,441	40.1%
3. Fayetteville, AR #312	\$14,902	\$19,912	33.6%
4. Fairview Hts, MO #916	\$19,351	\$25,314	30.8%
5. San Antonio Stone Oak, TX #565	\$31,919	\$41,699	30.6%
6. Palm Desert, CA #353	\$38,069	\$49,411	29.8%
7. Grand Chute, WI #603	\$12,085	\$15,516	28.4%
8. San Antonio Military, TX #417	\$33,013	\$42,256	28.0%
9. West Las Vegas, NV #308	\$30,152	\$38,350	27.2%
10. San Antonio Ingram, TX #098	\$36,888	\$46,839	27.0%



Western



Ramsey McWilliams from team Little Rock #671 is arguably the best CEC in the district! She takes the CEC experience to the next level with her great dance moves, high energy, and lively gestures. She waits for every child to get a picture and engages with every child she encounters. She sets the standard for CEC in her location. Ramsey does not stop there. She does excellent window art for her restaurant too. Thanks for all you do Ramsey!



Southeast

Billie Applebee has been part of the Clarksville Chuck E. family for approximately 18 years now. She has excelled in many facets of our company and restaurant. She has a true desire to see people excel and will do anything to make sure our employees succeed. She truly embraces the motto 'Every guest leaves happy'. She is a true pleasure to have part of our team!



**FOR all
YOU DO!**

This is BreAnn Rill from restaurant #965 York, PA. She was recently promoted to T2 in the gameroom, and is an asset in every area of the restaurant. Guests have come to me and said how pleasant and friendly she is to them and she always has a smile on her face. She jumps in to any area that needs help and does so with enthusiasm and friendliness. BreAnn always comes in full uniform and is always on time. I believe she is the ideal Chuck E. Cast Member!

Northeast





a&b moments...

I recently had my son Adam's 5th birthday at the Joliet, IL location. From the moment we stepped into Chuck E. Cheese we were greeted with smiles and great customer service. We had a party host who was amazing. She was so kind and really helped. She exceeded my expectations. I am currently 8 months pregnant so having a kids birthday party was a lot of work until she helped and made my time just as enjoyable as my son and the rest of our family and friends. I told the manager what a great job she did and how everyone was very nice but I wanted to make sure it gets to people even above her. I work retail and I understand how important customer service is and what an impact it makes on guests. So that being said, thank you to the Joliet location! We will be back!

Northeast Region
Joliet, IL #678
RVP Chris Kelly
DM Angie Brewer
GM James McElroy

Justin at 320 was amazing! He is a very important role model for your company!. We went on Saturday and he took our order not only with a smile on his face but even upgraded us with some points. I had my own water bottle and he even offered me a cup. The room was packed and was at the prize counter, cleaning tables, and even preforming with Chuck E.! Not in a second he took away his smile or let us know with body language he was tired or exhausted. He is an awesome leader! I wish every leader or Manager to follow his lead in every restaurant. Definitely going back and spending my money at Chuck E. Cheese's. Thanks!

Western Region
Thousand Oaks, CA #320
RVP Jim Brawley
AD Steve Charlebois
Sr. GM Claudia Rivas

This was my first visit and it was wonderful. It was also my first time being responsible for 4 grandchildren. Rebecca was patient with us as we entered (and when we left and returned), reducing my stress. The hero of the day was Gilla. She made sure that everyone knew how much time they had, what behavior was expected, and generally how we could maximize the price we ultimately paid. Whitney ended our visit on a high note by thanking us for our visit and for complementing her team. We'll be back!

Southeast Region
Pineville, NC #064
RVP Bill Eich
DM Hashem Saadat
GM David Goudreau
Cast Members Rebecca, Gila, and Whitney

anniversaries 20+ YEARS

25 YEARS
Mindy Brown
HR Manager ~ Western

20 YEARS
Hoang Dao
District Tech Manager

15 YEARS
Rodolfo Martinez ~ 417
Adam Soto ~
Call Center Lead

5 YEARS
Ally Rodriguez ~ 043
Vilma Perez ~ 499
Jahnae Johnson ~ 890

AMY FAVORITE OF FUN I SHOWDOWN!



This is the final weekend to turn in bingo cards! Who will end up turning in the most completed bingo cards in:

- ✓ Your District
- ✓ Your Region
- ✓ In the company

LIVE SHOW Dance Contest!

Thank you to everyone who submitted a Live Show Video!

There was an AMAZING turnout with over 100 videos submitted PER REGION! It was VERY hard to decide the winners, but the results are in for round 1!

Congratulations to the following top performing restaurants in each district!

Western Region

Adam Shafran ~ Concord, CA #379
Arshad Khan ~ Victorville, CA #356
Cindy Light ~ Foothill Ranch, CA #371
Denny Lynch ~ Des Moines, IA #958
Frank Cassar ~ Vaughan, ON #873
John Chudzinski ~ Fort Collins, CO #865
Louis Deignan ~ Albuquerque, NM #339
Patty Cedillo ~ Murrieta, CA #414
Todd Bell ~ N. Little Rock, AR #304
Tony Reynolds ~ Silverdale, WA #622
Wayne Casey ~ Boise, ID #959

Northeast Region

Alex Sergyichik ~ Cedar Falls, IA #655
Ali Elali ~ Sharonville, OH #738
Angie Brewer ~ Springfield, IL #047
Chad Estrada ~ Muskegon, MI #829
Dan Bessemer ~ Wilmington, DE #954
Daniel De Los Santos ~ Patchogue, NY #496
Dustin Gasper ~ Madison, WI #604
Jon Fiorentine ~ West Windsor, NJ #510
Rick Balboni ~ Attleboro, MA #464
Shawna Vazquez ~ Albany, NY #520
Susan Jensen ~ Richmond, VA #056
Troy Watring ~ Arlington Heights, IL #688
Yuri Pena ~ Bridgewater, NJ #512

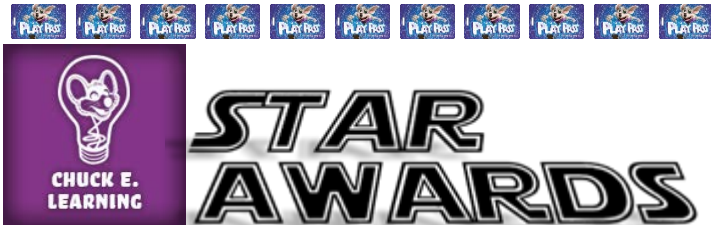
Southeast Region

Anthony Chapa ~ Norman, OK #893
Bill Pressel ~ San Antonio Ingram, TX #098
Brian Pitre ~ New Orleans Veterans, LA #716
Daniel Smoote ~ Houston Pearland, TX #578
Frank Ramirez ~ Houston Westheimer, TX #858
Hashem Saadat ~ Concord, NC #381
Jim Hamblen ~ Decatur, AL #701
Joe Risnear ~ Conyers, GA #602
Kelli Kasper ~ Amarillo, TX #937
Maurice Chandler ~ Pensacola, FL #065
Michele Beavan ~ Avon, IN #674
Nestor Rivera ~ Jacksonville Regency, FL #062
Peter Panunzi ~ Melbourne, FL #699
Seneca Gray Robinson ~ Tampa, FL #460

All round 1 winners will receive 'Star of the Show' pins AND will move on to round 2 judging!

(Round 2 will be scored for the best in the region, judged by your Regional L&D Manager, RVP, and Support Center Quad Ambassador!)





Congratulations to the following recipients of the 2nd Quarter Star Awards!

Retention Award:

1. Harlingen, TX #864 ~ **GM: Johnny Ramirez**
2. Mississauga, ON #836 ~ **GM: Kelly Medeiros**
3. Columbus, GA #869 ~ **GM: Kendall Houston**
4. Orlando, FL #722 ~ **GM: James Brunck**
5. Chino, CA #095 ~ **GM: Oscar Guzman**

People Pleaser Award:

1. Boynton Beach, FL #781 ~ **GM: Perry Cimini**
2. Ann Arbor, MI #334 ~ **GM: Besart Ala**
3. Brooklyn, NY #522 ~ **GM: Louis Daguindeau**
4. Joliet, IL #678 ~ **GM: James McElroy**
5. Chicago Matteson, IL #073 ~ **GM: Olanrewaju Efunkoya**

Party Pleaser Award:

1. Dearborn, MI #359 ~ **GM: Steven Moore**
2. Jacksonville, NC #374 ~ **GM: Tonya Stewart**
3. Wichita Falls, TX #309 ~ **GM: Beth Acosta**
4. Herndon, VA #099 ~ **GM: Iris Chilin**
5. Worcester, MA #459: **GM: Ulrich Oevermann**

Sales Driver Award:

1. Superior, CO #711 ~ **GM: Brittany Tanner**
2. Rockville, MD #531 ~ **GM: Eric Campbell**
3. Allen, TX #597 ~ **GM: Mario Chavez**
4. Huntington Beach, CA #406 ~ **GM: Candice Nunez**
5. Manassas, VA #118 ~ **GM: Suzanne Morton**

Community Ambassador Award:

1. N. Miami, FL #435 ~ **GM: Carlos Depinho**
2. Sun Valley, CA #418 ~ **GM: Oscar Escobar**
3. St. Louis West, MO #947 ~ **GM: Heidi Lupo**
4. Laredo, TX #569 ~ **GM: Ana Barrera**
5. Granada Hills, CA #429 ~ **GM: Yessenia Ortega**



There are several changes coming when you receive your new SMTS pages in the coming weeks. One change will need to be made immediately according to the updated Shelf Life Charts recently sent out. Effective immediately, all eggs on the salad bar should be served whole, NOT diced. Whole eggs are what is being referenced with the 3-day shelf life on the Product Shelf Life Chart. Please feel free to reach out to your Regional L&D Manager with any additional questions.



Vendor Feedback Made Easy; Rating your Vendor in Verisae

You have 3 days from the time the vendor marks complete to rate them.

1. Tile with pending reviews
2. List of Work Orders for Review
3. Select Action "site sign off"
4. Review the vendor and save

Remember to keep your review comments professional and relevant to that specific work order



Tip of the Week:

Conflict Resolution:

- Be aware of what is happening in the restaurant
- Have a presence in the Front of House, especially in the Gameroom and Showroom
- Always be visible and available for the guest to ask questions

CHUCK E. CHEESE'S

HOT JOBS



General Manager

108 ~ Redwood City, CA	782 ~ Ft. Myers, FL
321 ~ Newark, CA	687 ~ Riverpoint, IL
355 ~ Valencia, CA	916 ~ Fairview Hts, IL
367 ~ Ladera Heights, CA	479 ~ Natick, MA
379 ~ Concord, CA	332 ~ Albuquerque, NM
414 ~ Murrieta, CA	526 ~ Syracuse, NY
429 ~ Granada Hills, CA	649 ~ Howard Beach, NY
461 ~ West Hills, CA	559 ~ Cleveland/ N. Olmstead, OH
761 ~ Santa Maria, CA	660 ~ Portland, OR
711 ~ Superior, CO	763 ~ Greensburg, PA
430 ~ Tampa Carolwood, FL	667 ~ Jackson, TN
720 ~ Bradenton, FL	854 ~ Grapevine, TX
778 ~ Bradenton, FL	114 ~ Layton, UT
779 ~ Wesley Chapel, FL	

Tech Manager

108 ~ Redwood City, CA	946 ~ Ft. Wayne, IN	738 ~ Sharonville, OH
465 ~ Torrance, CA	412 ~ Catonsville, MD	967 ~ Columbia, SC
768 ~ Pinole, CA	532 ~ Largo, MD	035 ~ Lewisville, TX
602 ~ Conyers, GA	649 ~ Howard Beach, NY	416 ~ Arlington, TX
729 ~ Atlanta, GA	637 ~ Greensboro, NC	572 ~ Woodlands, TX
341 ~ Kokomo, IN		928 ~ Midland, TX

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



peter piper pizza.

interested in a peter piper opportunity?

General Manager

Casa Grande, AZ #1285

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions